

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

November 19, 2008

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TITLE:	Centralized Intake Bureau Chief
POSITION NO:	30261
LOCATION:	Child & Family Services Division, Helena
STATUS:	Full-Time/Permanent
UNION:	Non
PAY GRADE:	Pay Plan 20, Pay Band 7
STARTING SALARY:	\$49,502 - \$61,878 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, December 11, 2008.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: A resume is required at time of application.

CRIMINAL RECORDS AND CHILD PROTECTIVE SERVICES BACKGROUND CHECK: Criminal background checks will be conducted on all successful candidates. The criminal record will be reviewed to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job. The department will also conduct a child protective services check to determine if the applicant has any involvement with the CPS system, which would be relevant to the position.

TYPICAL DUTIES: This position directs the activities of the Centralized Intake Bureau. This bureau, operating within the Child & Family Services Division, is comprised of 15 Centralized Intake Specialists, two supervisors, and the Bureau Chief. The bureau is responsible for receiving all reports of suspected child abuse and neglect from the 56 Montana counties and for the Montana Indian tribes who choose to utilize the centralized intake hotline. The bureau is responsible for establishing guidelines for response to reports of suspected child abuse/neglect which are consistent with Montana statute and utilizing those guidelines in the identification,

categorization, and assignment of reports of suspected child abuse/neglect for the State of Montana. All reports of suspected abuse/neglect are directed to and assessed by the Centralized Intake Bureau for assignment to the field offices. This bureau makes the initial determination as to the timeframe within which the local Child Protection Specialist must respond to the report. Specific duties include managing bureau staff and activities; recruiting, hiring, training, supervising, evaluating, and implementing corrective action when needed; overseeing the bureau budget and assisting with division-wide budget development; developing policy; developing work plans; conducting strategic and program planning; gathering, reviewing, and analyzing call center statistics and other data; monitoring call trends and statistics to determine proper staffing levels for the call center; representing the division's Child Abuse Hotline at community meetings statewide, including providing information to the community and news media regarding the division and hotline mission, processes, and services; and completing assignments from the Division Administrator.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Thorough knowledge of child protective services investigation practices including child development, family systems theory, and the indicators of child abuse/neglect; management principles, and organizational and supervisory theories; needs related to children/families, social problems, illnesses and disabilities; and community organization and development. Knowledge of federal/state child protection statutes and regulations; strategic planning process; communication techniques and work styles; and conflict resolution.

Skills: Skill in effective written and oral communication, often before large diverse groups, the public, government officials, the legislature, and others; in the use of a personal computer and applications such as Microsoft Word; budget preparation/administration; public relations; and labor management relations.

Abilities: Ability to assess the work of the bureau and evaluate the effectiveness of the staff within the bureau and the effectiveness of service delivery to reporters of abuse/neglect and field staff; supervise and direct the activities of a group of professional personnel; work as a team member; work under stressful conditions; and establish harmonious working relationships with staff and other agencies and establish/maintain effective working relations with employees, subordinate managers, cohorts, supervisors, legislators, the public, etc.

EDUCATION/EXPERIENCE REQUIRED: Bachelor's degree in social work or closely related field **AND** six years progressively responsible human services experience **OR** Master's degree in social work or closely related field **AND** four years progressively responsible human services. All required experience must include a minimum of (1) two years of child protective services experience and (2) two years of successful supervisory experience.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school. (**Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604;
4. Resume; and
5. Supplement question.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to

reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTION

Department of Public Health and Human Services
Title: Centralized Intake Bureau Chief
Position: #30261
Location: Child & Family Services Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your response to this supplement question must be printed clearly or typed on standard 8.5 x 11 inch paper. Your response should be clear, concise and numbered. Since your response will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTION

NOTE: Your answer to the following question must be specific as to dates and employers. If this supplement is used as a screening tool, your answer may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Montana's child protective services system is a complicated one, comprised of social work and family resource work within the organization, the judicial system, and working with outside agencies such as mental health agencies, schools, Court Appointed Special Advocates, in-home services providers, out-of-home care providers, and others. Please describe your perception of where the centralized intake system fits into this system.